

Thea Eloah Laarni V. Hernadez

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Objectives

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Education

Mariano Marcos State University

1997-2001 Bachelor of Science Business Administration Major in Tourism Management

2019 Career Service Professional Eligibility 81.19%

Experience

Expressions Stationery Shop Inc. | Batac City Branch

Store Manager *January 8, 2021 – Present*

- Manage Staff, Sales and Stocks of the Store
- Daily & Monthly Sales and Collection Report
- Evaluate Sales associates performance
- Standardized Company Operation Procedures
- Product knowledge and promotions

Motortrade Nationwide Corporation | Laoag City Branch

Branch Customer Head *January 10, 2018 – July 30, 2020*

Sales

- Monitor and analyze sales performance and achievement of the branch.
- Checks and monitors application stages and ensure achievement of the turn-around time.

People

- Carries out responsibilities in accordance with the organization's policies.
- Conducts performance coaching, counseling, and disciplining to subordinates

PSC (Product, Service, Cleanliness)

- Ensure the quality and excellent delivery of product by the branch through efficient observance of the 5's.
- Maintains the branch's brand equity by implementing the BCH Role checklists.

Administrative Systems and Management

- Coordinates with HR, IT, Warehouse, Accounting, Audit and to other related departments to ensure smooth flow of operations.
- Monitor and analyze movement of stocks and provides immediate feedbacks to ensure availability.

Profitability

- Monitors branch expenses.
- Monitors Inventory Record Accuracy.

Expressions Stationery Shop Inc. | Robinsons Ilocos Branch

Store Manager *October 4, 2011* – December 18, 2017

Sales

- Monitor and analyze sales performance and achievement of the branch.
- Provides feedback/updates to team its sales performance and generates recommendation and intervention on how effectively implement selling strategies

People

- Carries out responsibilities in accordance with the organization's policies and applicable laws.
- Responsible in interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

PSC (Product, Service, Cleanliness)

- Ensures that at least 90% of customer service audit (SMRT) is achieved by being personally available and prompt in attending to all customers' needs
- Ensures 88% achievement on customer perspective (Usage, Attitude, Imagery survey) on good customer service

Profitability

- Recommends the stores budget and ensures that such is met. This pertains to budget on major operating costs through monitoring and implementation of cost efficient initiatives at all times, including specific support groups as needed for the successful implementation of cost savings measures.
- Monitors Inventory Record Accuracy

Administrative/Building Management

- Ensures consistency in quality and accuracy in the documents and reports prepared and submitted by stores, monitors payment of bills, permits, and licenses, building, maintenance, etc.

St. Joseph Drug | Dagupan City

Junior Area Manager *November 16, 2007* – November 30, 2009

Sales

- Monitor and analyze sales performance and achievement of each branch.
- Monitor market trends development and competition in the retail trade area.

- Directs/oversees all marketing programs and activities to ensure that these are properly implemented by branch employees.

People

- Ensure the appropriate manpower count and key position of each branch maintain appropriate store organizational structure, conducts re-structuring if necessary.
- Monitors and reviews the performance of each branch employees.
- Conducts performance coaching, counseling, and disciplining to subordinates.
- Recommend, facilitate and approves the development and promotion of branch employees by providing effective training

PSC (Product, Service, Cleanliness)

- Ensure the quality and excellent delivery of product by the branch through efficient adherence of the company's system and procedures.
- Monitors the excellent delivery of product through fast, efficient and caring brand of service.
- Maintains the branch's brand equity by implementing the store's brand equity checklists.
- Monitor the branch competitive store look through the detailed cleanliness and condition checklist.

Administrative Systems and Management

- Reports, gives feedbacks, suggests and provides solution to Operations Manager all operational related activities.
- Coordinates with HR, IT, Warehouse, Accounting, Audit and to other related departments to ensure smooth flow of operations.
- Monitor and analyze movement of stocks and provides immediate feedbacks to ensure availability.

Profitability

- Monitors branch expenses.
- Monitors Inventory Record Accuracy

BCS Realty Holdings and Property Dev't(Plaza Maestro) | Vigan City

Administrative Officer August 2, 2004 – February 19, 2007

- Administers Selection of tenants, interpreting regulations and deciding on questionable cases.
- Negotiates leases offers and prepares, executes, and explain leases and related documents.
- Plans program of improvements for buildings and grounds.
- Makes security and emergency plans and solutions.
- Represents the company in other civic programs of the Provincial Government, Municipal and others.
- Set administrative mechanism, for the cost effective delivery, monitoring and evaluation on all administrative services.
- Prepares billing statement for the tenants at Plaza Maestro Batac and prepare its monthly report to be submitted to the Chief Executive Officer.
- Distributes statement of accounts and collects rentals from the tenants.
- Safe-keep collections and deposit it in the bank.

Total Care Staffing Service, Inc. | Metro Manila

Exams Coordinator *June 15, 2002* – Oct 15, 2003

- Conduct Proficiency and Diagnostic Exam of the Nurse Applicant
- Send Test of Spoken English (TSE) applications in the U.S.
- Arrange review for the nurse applicants.

Total Care Staffing Service, Inc. | Metro Manila

Area Coordinator *November 2001* – June 2002

- Update the Applicants on the status of their Application.
- Implemented training course for new recruits – speeding profitability.

Total Care Staffing Service, Inc. | Metro Manila

Receptionist/INS Staff *May 2001* – November 2001

- Responsible for the incoming and outgoing mails.
- Responsible in transferring calls to the appropriate coordinator/person.
- Arrange the files needed for the INS application.
- Responsible in sending INS applications in the U.S.

Skills

- Microsoft Office: Word, Excel, Publisher
- Customer Service
- Flexible
- Achieve Target and work under pressure

Trainings/Seminars

Safety Officer I

October 7 & 8, 2021

The Art of Focused Thinking

April 23, 2020

Coaching for Leaders

April 20, 2020

Effective Servant Attitude and Customer Service Excellence

November 11, 2008

Work Attitude and Values Enhancement

October 8, 2008

Personal Information

NICKNAME: Shangkee, Thea

DATE OF BIRTH: 28th of May, 1980

AGE: 42

SEX: Female

MARITAL STATUS: Widow

WEIGHT: 100 lbs. HEIGHT: 5'

RELIGION: United Pentecostal Church

FATHER'S NAME: Mr. Arnolfo O. Valdez

MOTHER'S NAME: Mrs. Rebecca Q. Valdez

Character Reference

- Available upon request